

REMARKS/ARGUMENTS

Claims 1, 3-11, 13, 16-21, 23-31, and 34-39 are pending in the present application. Claims 1, 21, and 39 are amended. Claim 12 is canceled. Reconsideration of the claims is respectfully requested.

I. Telephonic Interview with Examiner Pierre on April 4, 2006

Applicants thanks Examiner Myriam Pierre for the courtesy extended to Applicants' representative during the April 4, 2006 telephonic interview. During the teleconference, the Examiner and Applicants' representative discussed the finality of the Office Action dated February 9, 2006 because on the Office Action Summary Form the status is indicated as a non-final action but in the conclusion of the Office Action on page 8, item 8, the status is indicated as a final action. In addition, the Transaction History and the Image File Wrapper in the PAIR system differ as well. Specifically, the Transaction History indicates that the action is final, whereas, the Image File Wrapper indicates that the action is non-final. Examiner Pierre confirmed during the teleconference that the action is non-final.

II. 35 U.S.C. § 102, Anticipation, Claims 1, 3, 7-13, 21, 23, 27-31, and 39

The Examiner has rejected claims 1, 3, 7-13, 21, 23, 27-31, and 39 under 35 U.S.C. § 102 as being anticipated by Engelke, U.S. Patent No. 6,594,346 ("Engelke"). This rejection is respectfully traversed. Claim 12 is canceled by this Response to Office Action. Therefore, the rejection of claim 12 under 35 U.S.C. § 102 is now moot.

A prior art reference anticipates the claimed invention under 35 U.S.C. § 102 only if every element of a claimed invention is identically shown in that single reference, arranged as they are in the claims. *In re Bond*, 910 F.2d 831, 832, 15 U.S.P.Q.2d 1566, 1567 (Fed. Cir. 1990). All limitations of the claimed invention must be considered when determining patentability. *In re Lowry*, 32 F.3d 1579, 1582, 32 U.S.P.Q.2d 1031, 1034 (Fed. Cir. 1994). Anticipation focuses on whether a claim reads on the product or process a prior art reference discloses, not on what the reference broadly teaches. *Kalman v. Kimberly-Clark Corp.*, 713 F.2d 760, 218 U.S.P.Q. 781 (Fed. Cir. 1983). In this case, each and every feature of the presently claimed invention is not shown in the cited reference as arranged in the claims.

Amended independent claim 1 of the present invention, which is representative of amended independent claims 21 and 39, reads as follows:

1. A method of handing over a communication from a first device to a second device, comprising:
 - enabling a speech recognition function;
 - using the speech recognition function to transcribe a portion of the communication to thereby generate a transcription, wherein the portion of the

communication that is transcribed includes only speech input from a first call taker to the first device;

analyzing the transcription to identify words of importance by comparing the transcription with a vocabulary associated with the second device, wherein the words of importance are words that appear in both the transcription and the vocabulary;

displaying the transcription on the first device with the words of importance automatically and conspicuously identified in the display by one of highlighting, using a different color text, using a different size font, and using a different style font; and

sending the transcription with the words of importance identified to the second device when handing over the communication from the first device to the second device.

With regard to claim 1, the Examiner states:

As to claim 1, Engelke teaches

enabling a speech recognition function; using the speech recognition function to transcribe (col. 2 lines 51-52) a portion of the communication thereby generate transcription (col. 3 lines 25-29 and col. 6 lines 8-17), wherein the portion of the communication that is transcribed includes only speech input from a first call taker to the first device (personal interpreter or relay) (col. 5 lines 14-15; and 28-30) sending the transcription to the second device (telephone, visual display) when handing over the communication from the party device to the second device (col. 2 lines 50-59; captioned telephone col. 8 lines 58-67).

analyzing the transcription to identify words of importance (col. 9 lines 14-26, when translating from one language to another, the words of importance are the words needed to be translated)

displaying the transcription on the first device with the words of importance conspicuously identified in the display by one of highlighting, using a different color text, using a different size font, and using a different style font (col. 6 lines 25-36, Dragon System, employs the features and advantages for the hearing impaired via a word processor, the word processor inherently has features for editing text such as font style or color); and

Office Action, dated February 9, 2006, pages 6 and 7.

Engelke teaches "a relay system to facilitate the translation of information and communication between deaf and hearing persons, which includes a call assistant who re-voices the words of the hearing person which are spoken to the call assistant. The words spoken by the call assistant are recognized by a speech recognition computer program which has been trained to the voice pattern of the call assistant, such that the words are promptly translated into text and formatted into a high speed digital communication protocol. That high speed digital communication message is then transmitted electronically promptly by telephone to a visual display accessible to the deaf person." Engelke, column 2, lines 46-58. In addition, Engelke teaches that it is "important for the voice recognition system to be capable of transcribing the words of the voice of the call assistant at the speed of a normal human communication." A commercially available "voice recognition package from Dragon Systems, known as 'Naturally Speaking,' is a voice recognition software which will accomplish this objective and which will

translate to digital text spoken words of a user at the normal speeds of human communication in conversation when operating on conventional modern personal computers." Engelke, column 6, lines 24-34. In other words, Engelke teaches the use of a voice recognition system, such as Dragon Systems' Naturally Speaking, to transcribe communication from a call assistant, who re-voices the words spoken to the call assistant from a caller to a deaf person, in order for the transcribed communication to be seen on the deaf person's visual display.

In contrast, as amended, the present invention recites in claim 1 using a speech recognition function to transcribe a communication, analyzing the transcription to identify words of importance by comparing the transcription with a vocabulary associated with the second device, wherein the words of importance are words that appear in both the transcription and the vocabulary, and displaying the transcription with the words of importance automatically and conspicuously identified in a display by highlighting. In other words, in addition to transcribing spoken communication using a speech recognition function, claim 1 recites analyzing the transcription in order to only highlight words of importance within the transcription. The highlighted words of importance are determined by comparing the entire transcript with a vocabulary that is associated with the second device. For example, a vocabulary that is limited to technical support personnel receiving telephone calls from customers for video card products may include vocabulary, such as "video," "card," "screen," and "computer." These limited vocabulary words when transcribed during the technical support telephone conversation, are automatically highlighted in the technical support transcription. However, other spoken words, such as "hello," "Jim," "mad," and "good-bye" when transcribed will not be highlighted within the transcription. Furthermore, these highlighted words of importance are automatically and conspicuously displayed in a different color, different size font, or different style font from the rest of the words contained in the transcription as further recited in amended claim 1. Support for these features is found in the specification on page 15, lines 1-28 and page 22, lines 1-14.

Even though Engelke teaches using a voice recognition system for the purpose of producing a transcript of a spoken communication and displaying the transcript on another device, Engelke does not teach analyzing the transcription to identify words of importance by comparing the transcription with a vocabulary associated with the second device, wherein the words of importance are words that appear in both the transcription and the vocabulary as recited in claim 1. The Examiner cites Engelke, column 9, lines 14-26 as teaching analyzing a transcript to "translate from one language to another" and that "the words of importance are the words that need to be translated." Office Action, page 7. This Examiner-cited passage reads as follows:

While the utilization of the re-voicing relay is particularly intended to be helpful for the personal interpreter and captioned telephone applications, it is not intended to be limited to those particular applications. For example, the voice to text capability of the re-voicing relay makes the use of such a relay attractive for some business purposes, such as creating a text record of a business negotiation or interview session, conducted over or merely in the presence of a telephone. If the call assistant is a simultaneous translator from one spoken language to another, the relay can be used to conduct language translations assisted by text transcriptions. The voice delay relay can be used to present text nearly simultaneously to voice for such applications. [Emphasis added].

Engelke, column 9, lines 14-26.

As the passage indicates above, the system as taught by Engelke merely produces and displays a transcript of a telephone conversation, such as a business negotiation, an interview session, or a language translation. In the case of a language translation over the telephone, the call assistant provides the language translation capability at the re-voicing relay. The text transcription of the language translation is a transcript of the words translated and spoken by the call assistant at the re-voicing relay. To rephrase the Examiner-cited passage above, the re-voicing relay uses the call assistant to conduct language translations and the language translations conducted by the call assistant are assisted, or complemented, by a textual transcription of the call assistant's language translation. The Examiner misinterprets the Engelke passage above as teaching that the re-voicing relay itself analyzes a transcript of the call assistant's dialog in order to perform a language translation of the call assistant's transcript. The consistent teaching throughout the Engelke reference is that the call assistant's spoken words are transcribed and nothing more. Engelke makes no reference to analyzing the transcript for any reason. Because Engelke does not teach analyzing the transcription to identify words of importance, Engelke cannot teach displaying the transcript with the words of importance automatically and conspicuously identified in the display by highlighting as further recited in claim 1.

Even if, for the sake of argument, Engelke teaches that the re-voicing relay translates the call assistant's transcription into another language, which Engelke does not, the entire transcription would need to be translated for a proper translation to occur. Consequently in this scenario, the re-voicing relay must consider each and every word in the call assistant's transcription as a word of importance for translation. Therefore, the re-voicing relay would not need to perform analysis of the transcription to identify words of importance because every word in the transcription would be a word of importance for the purpose of translation. In addition, each and every word in the translated transcription would appear in the same text format because each and every word is a word of importance for the translation. Thus, in this scenario, no words in the translated transcription would be conspicuously displayed as words of importance within the transcription as recited in claim 1.

The Examiner cites Dragon Systems, which Engelke references, as teaching certain limitations recited in amended claim 1. Specifically, the Examiner states, "Engelke does teach Dragon Systems which employs a variety of features, col. 6 lines 13-26." Office Action, page 3. This Examiner-cited passage regarding Dragon Systems reads as follows:

The computer 42 has been provided with a voice recognition software package which can recognize the spoken voice of the call assistant and immediately translate words spoken in that voice into a digital text communication stream. It is a limitation of currently available speech recognition software that the software must be trained or adapted to a particular user, before it can accurately transcribe what words the user speaks. Accordingly, it is envisioned here that the call assistant operates at a computer terminal which contains a copy of a voice recognition software package which is specifically trained to the voice of that particular call assistant. It is also important that the voice recognition system be capable of transcribing the words of the voice of the call assistant at the speed of a normal human communication. It has been found that a recently available commercial voice recognition package from Dragon Systems, known as "Naturally Speaking," is a voice recognition software which will accomplish this objective and which will translate to digital text spoken words of a user at the normal speeds of human communication in conversation when operating on conventional modem personal computers. A voice recognition software system known as "Via Voice" from IBM provides similar functionality. [Emphasis added].

Engelke, column 6, lines 13-36.

As is evident from the passage above, Engelke merely teaches that Dragon Systems is a voice recognition software and that Dragon Systems is capable of translating the spoken words of the call assistant at the speed of normal speech. The Engelke reference does not discuss, describe, or attribute any other features to Dragon Systems. Consequently, Engelke cannot be cited as teaching the features of Dragon Systems other than that of translating spoken words into text. If Dragon Systems does teach features of claim 1, then Applicants respectfully request that the Examiner provide a reference, containing a date prior to the present invention's filing date of May 9, 2001, which describes these Dragon Systems features recited in claim 1.

The Examiner states:

Dragon Systems works in conjunction with a word processors via voice commands, thus, the aspect of word processing alone, such as via Microsoft, allows for the flexibility in text formatting. The advantage of a word processor is being able to edit text, such as fonts, highlights, and other cosmetic adjustments. The Dragon System works with a word processor and thus, allows the users to update or edit text via voice commands. Because Dragon Systems is well known in the art, Engelke has disclosed the benefit of using Dragon System, which employs the features and advantages for the hearing impaired via a word processor.

In addition, the Examiner states that:

displaying the transcription on the first device with the words of importance conspicuously identified in the display by one of highlighting, using a different color text, using a different size font, and using a different style font (col. 6 lines 25-36, Dragon System, employs the features and advantages for the hearing impaired via a word processor, the word processor inherently has features for editing text such as font style or color).

Office Action, dated February 9, 2006, pages 3 and 7, respectively.

Even if Dragon Systems has the capability to work in conjunction with a separate word processing system, which Applicants do not stipulate to here because the Engelke reference makes no reference to such, neither Dragon Systems nor the separate word processing system has the ability to analyze the transcription to identify words of importance by comparing the transcription with a vocabulary associated with the second device, wherein the words of importance are words that appear in both the transcription and the vocabulary and display the transcription on the first device with the words of importance automatically and conspicuously identified in the display by one of highlighting, using a different color text, using a different size font, and using a different style font as recited in amended claim 1. Further, even though a word processing system has the ability to edit text, such as font style or color, a user of the word processing system must first identify words of importance and then provide a user input to change the format of the user identified words of importance. As a result, the word processing system cannot highlight words within a transcription without a user input, whereas, words of importance identified by the method recited in claim 1 are automatically and conspicuously highlighted within the transcription.

Furthermore, the Examiner states, "The Dragon System works with a word processor and thus, allows the users to update or edit text via voice commands." Office Action, page 3. [Emphasis added]. In other words, even if Dragon Systems can be combined with a separate word processing system, a user must still provide a user input, such as a voice command, to identify the words of importance by changing the format of the words of importance from the other words in the text. Consequently, Dragon Systems and the word processing system, either individually or in combination, cannot reach the present invention because claim 1 recites automatically and conspicuously highlighting words of importance within the transcription. In addition, Applicants do not stipulate that Dragon Systems has the capacity to make textual format changes within a transcription via voice command since the Engelke reference does not teach this Dragon System feature.

Therefore, Engelke does not identically teach each and every element recited in amended claim 1 of the present invention. Accordingly, the rejection of independent claims 1, 21, and 39 as being anticipated by Engelke has been overcome.

In view of the arguments above, amended independent claims 1, 21, and 39 are in condition for allowance. Claims 3, 7-13, 23, and 27-31 are dependent claims depending on independent claims 1 and 21, respectively. Consequently, claims 3, 7-13, 23, and 27-31 also are allowable, at least by virtue of their dependence on allowable claims. Furthermore, these dependent claims also contain additional features not taught by Engelke.

For example, claim 3 of the present invention, which is representative of claim 23, reads as follows:

3. The method of claim 1, wherein the portion of the communication that is transcribed includes speech input from a caller that initiated the communication.

With regard to claims 3, the Examiner states:

As to claims 3 and 23, which depend on claims 1 and 21, Engelke teaches the portion of the communication that is transcribed includes speech input from the caller that initiated the communication (col. 4 lines 43-44 and col. 5 lines 10-15 and 20).

Office Action, dated February 9, 2006, pages 7 and 8.

Engelke teaches in column 4, lines 43-48 that a deaf person could carry a personal interpreter and go into an establishment, place the personal interpreter upon a counter, open it up, and press the initiation key or start button. The deaf person can use the personal interpreter to translate words spoken in the presence of the personal interpreter into visibly readable text. This is accomplished by the personal interpreter through a relay. Engelke, column 5, lines 10-13. The relay provides the voice to text capability for the personal interpreter. Engelke, column 5, lines 50 and 51. The call assistant at the relay re-voices the words spoken by the caller into a computer operating a voice recognition software package trained to the voice of the call assistant. Engelke, Abstract.

The Examiner also states with regard to claim 3, "Engelke does teach transcription to identify the words of importance, col. 9 lines 14-26 and would inherently include speech input from the caller or the person who is slightly hearing impaired." Office Action, page 4. This Examiner-cited passage from Engelke is shown above. In this passage, Engelke teaches that the voice recognition software is only trained on the call assistant's voice at the re-voicing relay. Engelke makes no mention of training the voice recognition software to include speech input from the caller or other speaking third party.

The Examiner further states with regard to claim 3, "Engelke does teach voice training from a call assistant, which is the third party or the caller, col. 6 lines 13-36." Office Action, page 4. This Examiner-cited passage from Engelke also is shown above. In this passage, Engelke teaches that the voice recognition software is specifically trained to the voice of that particular call assistant at the re-voicing relay. No reference is made in Engelke that the call assistant at the re-voicing relay is a third party caller. If, for the sake of argument, the call assistant was the caller, the call assistant is considered as a second

party and not as a third party. In addition, the voice recognition software is still only trained on the call assistant's voice and no other.

In contrast, the present invention recites in claim 1, which claim 3 depends upon, that the portion of the communication that is transcribed includes only speech input from a first call taker to the first device. Claim 3 then goes on to recite that the portion of the communication that is transcribed includes speech input from the caller that initiated the communication. As a result, the method recited by the present invention transcribes speech input from the first call taker and/or the caller, whereas, the method as taught by Engelke only transcribes speech input from the call assistant. Hence, Engelke does not teach that the portion of the communication that is transcribed includes speech input from the caller that initiated the communication as recited in claim 3.

As a further example, claim 8 of the present invention, which is representative of claim 28, reads as follows:

8. The method of claim 1, wherein the speech recognition function makes use of a reduced size vocabulary of recognized words that are specific to communications typically handled by the first device.

With regard to claims 8, the Examiner states:

As to claims 8 and 28, which depend on claims 1 and 21, Engelke teaches the speech recognition function makes use of a reduced vocabulary of recognized words that are specific to communications typically handled by the first device (Dragon Systems, voice recognition package, col. 6 lines 25-36).

Office Action, dated February 9, 2006, page 8.

This passage cited by the Examiner as teaching the features of claim 8 is shown above. This passage from Engelke makes no reference to employing a reduced vocabulary of recognized words by the voice recognition system. As previously discussed above, the Dragon Systems features are not taught by the Engelke reference. Engelke only teaches that the Dragon System is a voice recognition software package that translates speech to text at the speed of normal conversation. Engelke does not teach that the voice recognition software makes use of a reduced size vocabulary of recognized words that are specific to communications typically handled by the first device as recited in claim 8. Consequently, Engelke does not teach this recited claim 8 feature.

As a further example, claims 9 and 10 of the present invention, which are representative of claims 29 and 30, respectively, reads as follows:

9. The method of claim 1, wherein the step of enabling the speech recognition function is performed automatically upon the occurrence of a triggering event.

10. The method of claim 9, wherein the triggering event is receipt of the communication at the first device.

With regard to claims 9 and 10, the Examiner states:

As to claims 9 and 29, which depend on claims 1 and 21, Engelke teaches enabling the speech recognition function automatically upon the occurrence of a triggering event (Dragon Systems, voice recognition package, col. 6 lines 25-36).

As to claims 10 and 30, which depend on claims 1 and 21, Engelke teaches wherein the triggering event is receipt of the communication at the first device (Dragon Systems, voice recognition package, col. 6 lines 25-36).

Office Action, dated February 9, 2006, page 8.

Engelke makes no reference to automatically enabling the voice recognition software. Again, the features of the Dragon Systems are not taught by the Engelke reference as suggested by the Examiner. As a result, Engelke does not teach enabling the speech recognition function automatically upon the occurrence of a triggering event as recited in claim 9. Because Engelke does not teach enabling the speech recognition function automatically upon the occurrence of a triggering event, Engelke cannot teach wherein the triggering event is receipt of the communication at the first device as further recited in claim 10 of the present invention. Thus, Engelke does not teach the features recited in claims 9 and 10.

Consequently, Engelke does not identically teach each and every limitation of the above recited claims. Accordingly, the rejection of claims 1, 3, 7-13, 21, 23, 27-31, and 39 as being anticipated by Engelke has been overcome.

III. 35 U.S.C. § 103, Obviousness, Dependent Claims 4-6, 18-20, 24-26, and 36-38

The Examiner has rejected dependent claims 4-6, 18-20, 24-26, and 36-38 under 35 U.S.C. § 103 as being unpatentable over Engelke further in view of Eisdorfer et al., U.S. Patent No. 5,745,550 ("Eisdorfer"). This rejection is respectfully traversed.

The Examiner bears the burden of establishing a *prima facie* case of obviousness based on the prior art when rejecting claims under 35 U.S.C. § 103. *In re Fritch*, 972 F.2d 1260, 23 U.S.P.Q.2d 1780 (Fed. Cir. 1992). For an invention to be *prima facie* obvious, the prior art must teach or suggest all claim limitations. *In re Royka*, 490 F.2d 981, 180 U.S.P.Q. 580 (C.C.P.A. 1974). In this case, the Examiner has not met this burden because all of the features of these claims are not found in the cited references as believed by the Examiner. Therefore, the combination of Engelke and Eisdorfer would not reach the presently claimed invention recited in these claims.

As shown in Section II above, Engelke does not teach or suggest all claim limitations recited in amended independent claims 1, 21, and 39 of the present invention. In particular, Engelke does not teach

or suggest analyzing the transcription to identify words of importance by comparing the transcription with a vocabulary associated with the second device, wherein the words of importance are words that appear in both the transcription and the vocabulary, and displaying the transcription with the words of importance automatically and conspicuously identified in a display by highlighting as recited in the amended independent claims. These above recited features also are not taught or suggested by Eisdorfer.

Therefore, since neither Engelke nor Eisdorfer teach or suggest analyzing the transcription to identify words of importance by comparing the transcription with a vocabulary associated with the second device, wherein the words of importance are words that appear in both the transcription and the vocabulary, and displaying the transcription with the words of importance automatically and conspicuously identified in a display by highlighting as recited in amended independent claims 1, 21, and 39 of the present invention, then the combination of Engelke and Eisdorfer cannot teach or suggest these recited features. As a result, dependent claims 4-6, 18-20, 24-26, and 36-38 of the present invention also are allowable, at least by virtue of their dependence upon allowable claims. Accordingly, the rejection of claims 4-6, 18-20, 24-26, and 36-38 as being unpatentable over Engelke as applied to independent claims 1, 21, and 39 and further in view of Eisdorfer has been overcome.

IV. 35 U.S.C. § 103, Obviousness, Dependent Claims 16-17 and 34-35

The Examiner has rejected dependent claims 16-17 and 34-35 under 35 U.S.C. § 103 as being unpatentable over Engelke as applied to claims 1, 21, and 39 above, and further in view of Beck et al., U.S. Patent No. 6,370,508 ("Beck"). This rejection is respectfully traversed.

As shown in Section II above, Engelke does not teach or suggest all claim limitations recited in amended independent claims 1, 21, and 39 of the present invention. In particular, Engelke does not teach or suggest analyzing the transcription to identify words of importance by comparing the transcription with a vocabulary associated with the second device, wherein the words of importance are words that appear in both the transcription and the vocabulary, and displaying the transcription with the words of importance automatically and conspicuously identified in a display by highlighting as recited in the amended independent claims. These above recited features also are not taught or suggested by Beck.

Therefore, because neither Engelke nor Beck teach or suggest analyzing the transcription to identify words of importance by comparing the transcription with a vocabulary associated with the second device, wherein the words of importance are words that appear in both the transcription and the vocabulary, and displaying the transcription with the words of importance automatically and conspicuously identified in a display by highlighting as recited in amended independent claims 1, 21, and 39 of the present invention, the combination of Engelke and Beck cannot teach or suggest these recited features. As a result, dependent claims 16, 17, 34, and 35 of the present invention also are allowable, at

least by virtue of their dependence upon allowable claims. Furthermore, these dependent claims also contain additional features not taught by Engelke and Beck.

For example, claim 16 of the present invention, which is representative of claim 34, reads as follows:

16. The method of claim 1, wherein the first device and the second device are provided by a same entity.

With regard to claims 16, the Examiner states:

As to claims 16 and 34, which depend on claims 1 and 21, Engelke teaches a first and second device (Fig. 1 elements 32 and 60).

However, Engelke does not specifically teach first and second device using the same entities.

Beck et al. do teach providing the device using the first device and the second device are provided by a same entity. (Beck uses a "single entity" for string dialog which will occur between first and second devices, such as agent A and customer B, column 22, line 22-24 and Fig 3-4).

Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to incorporate the teaching of Beck et al. in the device of Engelke because Beck et al. teach that this would provide easy accessing and therefore the same entities provide quick information via a party device, col. 18 lines 6-10 and col. 22 lines 18-27.

Office Action, dated February 9, 2006, page 13.

Engelke teaches a relay system for facilitating communication through the telephone system between hearing users and users who need or desire assistance in understanding voice communications. Engelke, Abstract. "Shown in FIG. 4 is an illustration of how a typical telephone call involving a captioned telephone would be set up. The hearing user at telephone 62 communicates through a telephone line 64 with the relay, indicated at 66. The relay, a re-voicing relay, communicates through a telephone line 68 with the assisted user. At the site of the assisted user is a telephone 70 used by the assisted user and also a captioned telephone device 72." Engelke, column 8, line 63 – column 9, line 3 and Figure 4. In other words, Engelke teaches that a re-voicing relay is provided in a telephone system between a telephone caller and an impaired hearing telephone user. Hence, the re-voicing relay device and captioned telephone device are not within the same organization or in the same location. Moreover, Applicants agree with the Examiner that Engelke does not specifically teach first and second device using the same entities.

Beck teaches a system that "provides a facility for adapting an operation system for a multimedia call center to specific business practices and rules for a host enterprise within a broad set of possibilities, wherein business procedures, such as logical and calculation intensive procedures, may be accomplished

more or less automatically with little if any human intervention." Beck, column 5, lines 23-30. Further, Beck teaches:

Once a call or other communication event registers at either a switch or a routing server, a customer-interaction network operating system (CINOS) immediately identifies the media type associated with the call and begins its processes depending on enterprise rules. For example, a connection oriented switched telephony call may first be routed to an interactive voice response (IVR) whereby the customer can be presented with varying choices such as leaving a voice message, waiting in queue, receiving a call back, or perhaps an e-mail, and so on. Interaction by an IVR in this instance, will preferably be via voice recognition technique such as is known in the art, but may also be via touch tone response or other known method. As previously described, the caller may elect from a number of options, such as to hold for a next available agent, select an automated response such as a fax back, or perhaps a later agent-initiated response such as an e-mail or call back. In all cases, CINOS seamlessly processes and executed the logic required to accomplish the goal of the caller in a media and application-independent fashion.

Beck, column 8, lines 44-61.

In other words, Beck teaches that the caller is first routed to an interactive voice response unit whereby the customer can be presented with varying choices. Thus, the customer using a calling device is routed to an interactive voice response device/agent that is located in a different location. Also, the customer and interactive voice response device or agent are not part of the same organization or entity. However, the Examiner alleges that "Beck uses a 'single entity' for string dialog which will occur between first and second devices, such as agent A and customer B, column 22, line 22-24 and Fig 3-4." Office Action, page 13. Beck teaches that Figure 8 is an illustration of a relational diagram as might be displayed on a display monitor, representing entities stored in the database. [Emphasis added]. Beck, column 22, lines 4-6. Further, Beck, column 22, lines 18-24, reads as follows:

Threaded dialog as is known in prior art involves a system of strings or threads that are identified as being inherent to a single entity or subject matter wherein the dialog (questions and replies) is about that subject or about a question or subject that an entity has brought forth. A threaded dialog may be finite dialog (is closed at some point) or it may be ongoing. [Emphasis added].

In other words, the single entity referenced in this Examiner-cited passage from Beck identifies the dialog subject matter stored in the database and does not identify the organization or location of the first and second devices.

Furthermore, the Examiner states that the "string dialog occurs between first and second devices, such as agent A and customer B." Office Action, pages 6 and 13. Assuming the Examiner means that agent A is the first device and customer B is the second device, Beck does not teach or suggest that the agent A first device and customer B second device are provided by the same entity. In contrast, claim 16

recites that the first device and the second device are provided by the same entity. In other words, the first and second devices in the present invention are both a part of the same support organization. Support for this claim 16 feature may be found in the specification on page 20, lines 22-24. Therefore, neither Engelke nor Beck teach or suggest this recited claim 16 feature.

Accordingly, in view of the arguments above, the rejection of dependent claims 16, 17, 34, and 35 as being unpatentable over Engelke as applied to independent claims 1, 21, and 39 and further in view of Beck has been overcome.

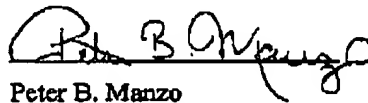
V. Conclusion

It is respectfully urged that the subject application is patentable over the cited prior art references and is now in condition for allowance.

The Examiner is invited to call the undersigned at the below-listed telephone number if in the opinion of the Examiner such a telephone conference would expedite or aid the prosecution and examination of this application.

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Respectfully submitted,



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